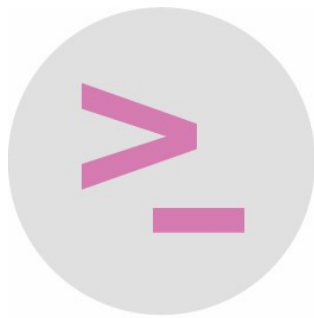
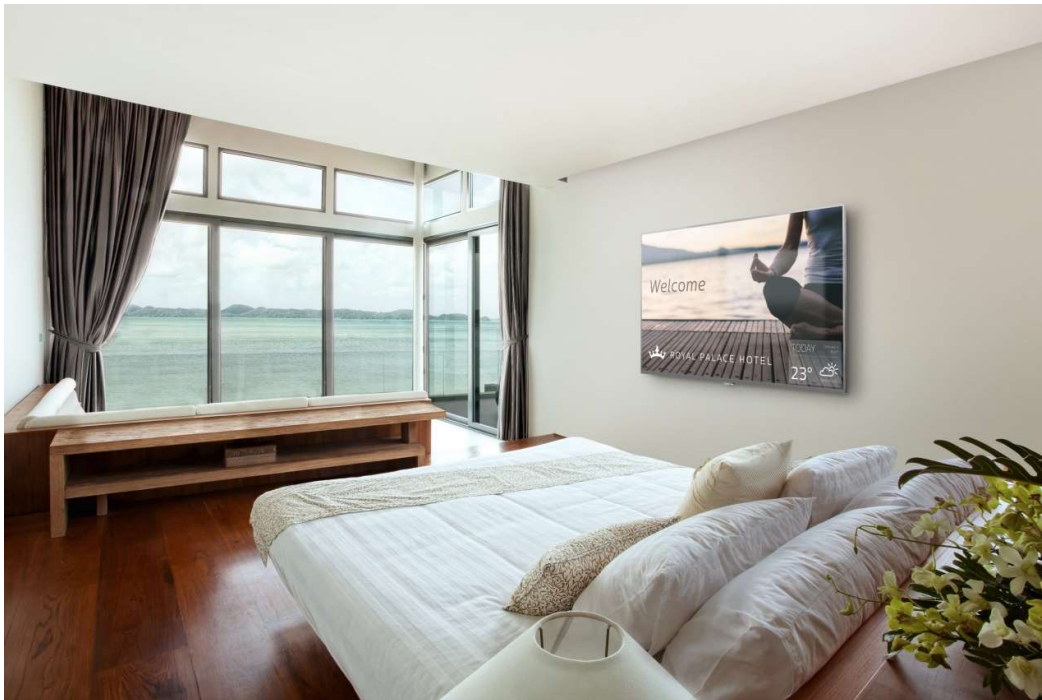


CMND & Check-In Manual



CMND

& CHECK-IN



Contents

What is PMS?..... 3

CMND&Check-In implementation..... 4

CMND&Check-In Configuration 5

 Tv configuration 5

 Clearing personal data..... 7

CMND Configuration 8

 CMND -> Tiger 8

 PMS Features..... 10

What is PMS?

The definition of PMS is the following

***Property Management Systems** also known as PMS or Hotel Operating System (Hotel OS), under business terms may be used in real estate of mind, manufacturing, logistics, intellectual property, government or hospitality accommodation management. They are computerized systems that facilitate the management of properties, personal property, and equipment, including maintenance, legalities and personnel all through a single piece of software.*

Every hotel has one program or another to maintain track of their guests, rooms, services, finances and so on. These functionalities are generally bound together in a PMS system or property management system.

As these systems contains a wealth of information that might be useful for the guests. We created a new module within our CMND server software called CMND & Check-In.

The CMND & Check-In module in CMND enables the owner/installer to integrate the Philips TV's (5011 and 7011) in their existing hotel environment.

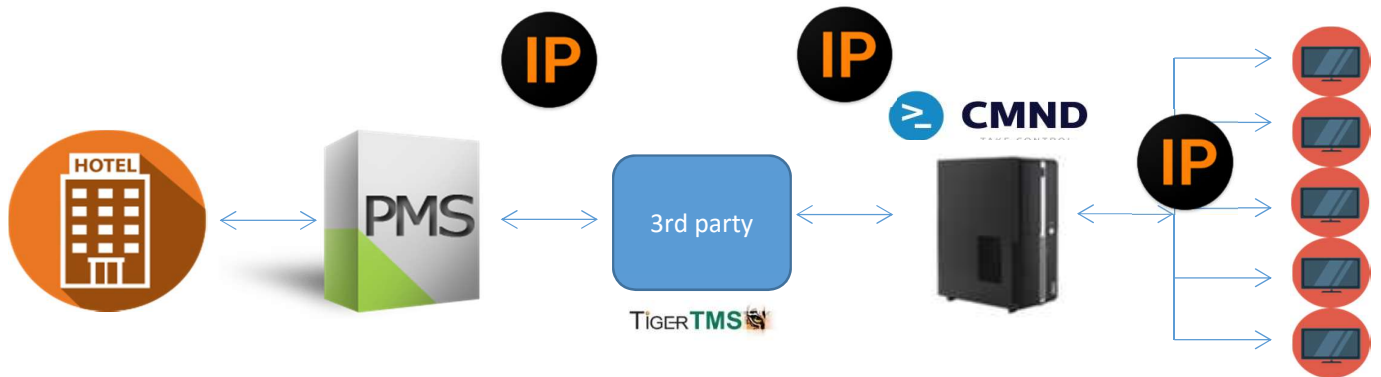
This integration will enable the hotel's PMS system to communicate with the TV. This will enable the guests for example to watch their Bill on TV or receive messages from the reception directly on their TV.

In following chapters you can find how the new module works, how you can configure it and what is needed create a complete integrated solution.

CMND&Check-In implementation

To be able to use CMND & Check-In there are a few things you will need:

- Philips TV (5011 or 7011) connected by IP
- CMND server running version 0.6.30.32 at least
- TigerTMS server



Above picture shows the complete setup required to be able to run CMND & Check-In enabled TV's. On the left you can find the Hotel's own PMS system.

The second component is TigerTMS. This is a third party software which will need its own server hardware. This server will be responsible for the API translation from the hotel's PMS system to command or information that the CMND server can interpret.

The CMND server needs to run at least version 0.6.30.32 to be able to be configured for CMND & Check-In. The CMND server and the TigerTMS server need to be available in the same network.

The last component you need is the TV. The supported platforms are the 5011 and 7011 sets. These sets need to be connected to the CMND server using the IP connection. It's not possible to use CMND & Check-In when the TV's are connected to the CMND server using the RF network.

CMND&Check-In Configuration

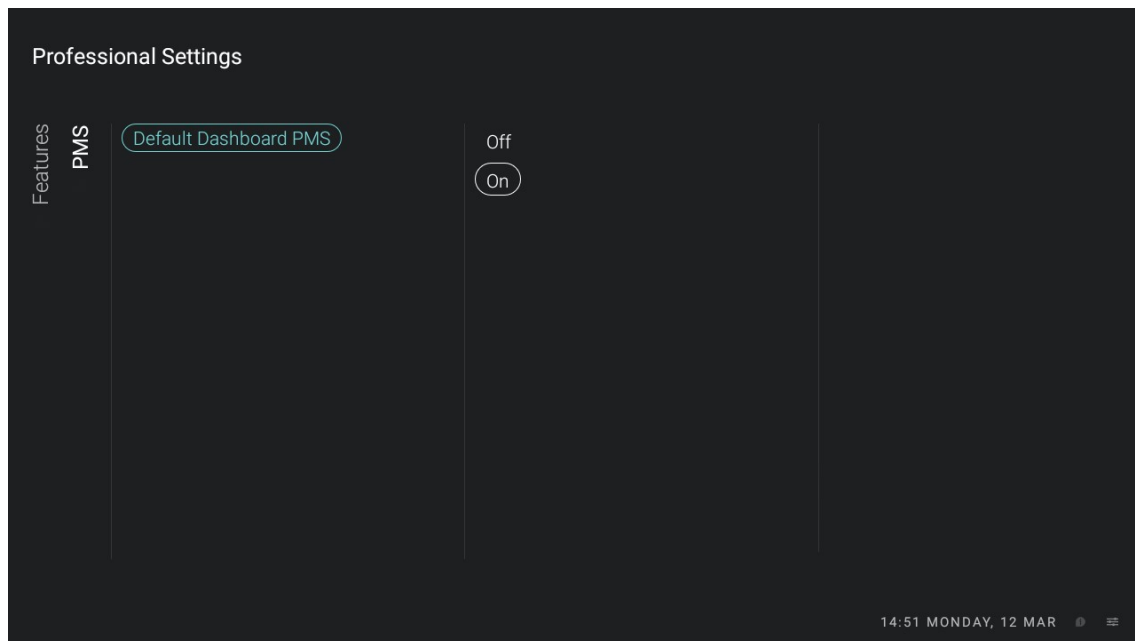
In below chapter we will show you how to configure both TV side and CMND side to enable CMND&Check-In

Tv configuration

For CMND&Check-In to work the TV's need to contain a Room ID as all communication between the PMS system of the hotel, Tiger, CMND and the TV's is based on the Room ID. If you have identical Room ID's the TV's will share the PMS information. So if a guest is checked in they will see their name on both TV's. When reading messages the status will be synced between the two TV's as well.

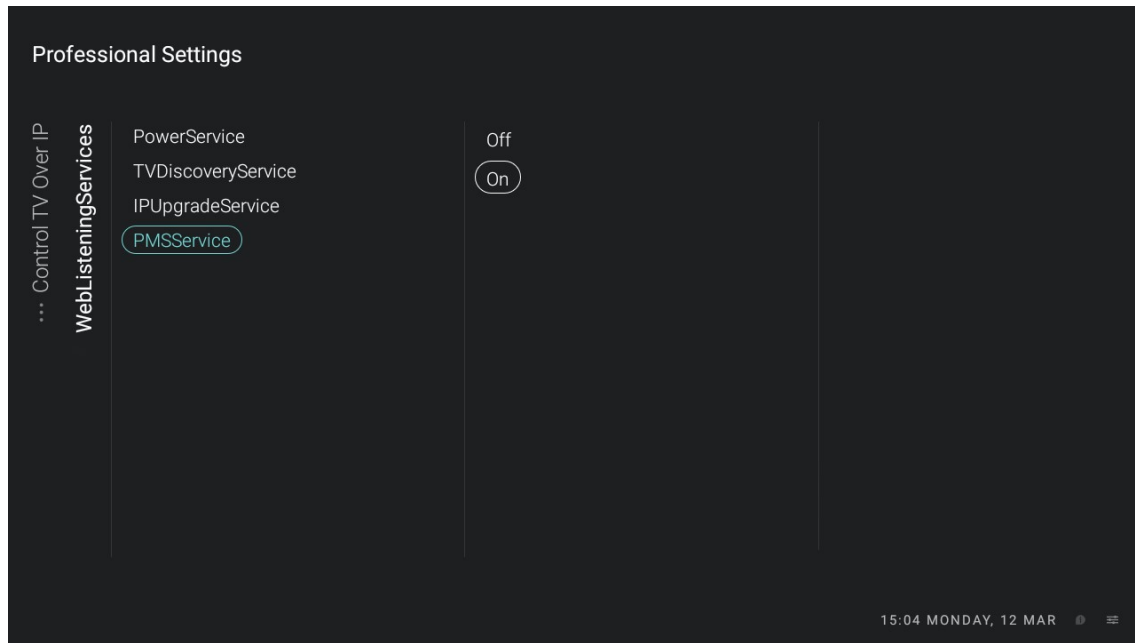
To enable the CMND&Check-In feature on the TV you will need to open the professional settings (3 1 9 7 5 3 + Mute). Then you navigate to features. Here you can find PMS. Then move to Default Dashboard PMS and turn this to "On"

Professional settings -> Features -> PMS -> Default Dashboard PMS -> On



To start the communication, meaning the polling, on PMS level between the CMND server and the Tv you also have to enable the following.

**Professional settings -> Wireless and Networks -> Control TV over IP -> Webservices -> PMSService
-> On**



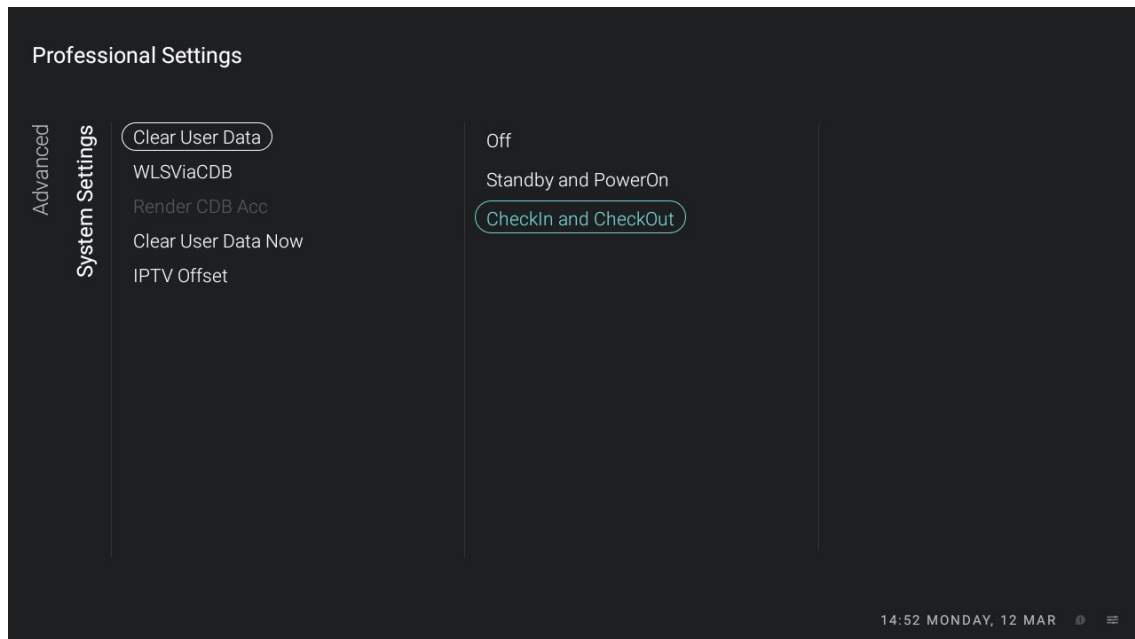
Clearing personal data

When CMND&Check-In is enabled on a TV the user data behavior can also be changed to accommodate for this. Meaning that instead of the personal information being cleared every time the TV goes to standby or powers on you can now clear the user data based on check-in/checkout.

To do this use the following setting

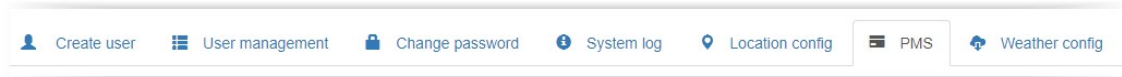
Professional settings -> Advanced -> System Settings -> Clear User Data -> CheckIn and CheckOut

Now the guest will be able to continue any games that were played, user personalized services and so on for the duration of his or her stay.



CMND Configuration

On the CMND side a new tab was created to contain all CMND & Check-In settings. This is located under the PMS tab. This you can reach by going to **Admin -> PMS**



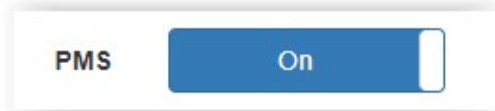
The configuration is divided in two major blocks. First is the actual configuration of the link to the Tiger server. Second block is the actual feature configuration.

CMND -> Tiger

In this part the actual link between the CMND server and the Tiger server will be configured. This link is required so that the data can be sent from the Hotel PMS system to Tiger and then from Tiger to CMND. CMND can then use this information to personalize the TV's.

A configuration form for the PMS (Property Management System) settings. It includes a 'PMS' toggle switch set to 'On'. Below it are several input fields: 'PMS Type' (a dropdown menu showing 'tigerTMS'), 'PMS URL' (a text field with placeholder 'Please enter the PMS URL'), 'PMS Key' (a text field with placeholder 'Please enter the PMS security key'), and 'PMS Site' (a text field with placeholder 'Please enter the PMS site ID'). At the bottom, there are two more dropdown menus: 'Currency preference' (showing 'Currency symbol') and 'Bill Currency' (showing '€ EUR - Euro Member Countries').

The first item “**PMS**” is a toggle button and will toggle the CMND&Check-In feature “**ON**” or “**Off**”.

A close-up of the 'PMS Type' dropdown menu. The label 'PMS Type' is to the left of a white dropdown box that currently displays 'tigerTMS' and a downward arrow.

When you want to use a connection to the Hotel's PMS system then you will need to change the “**PMS Type**” setting to “**tigerTMS**” as this service will be responsible for

translating the Hotel PMS system traffic to a language that CMND understands. When you want to use CMND as an interface to use the CMND&Check-In feature just “**none**”.

PMS URL	<input type="text" value="Please enter the PMS URL"/>	
----------------	-------------------------------------------------------	-------------------------------------------------------------------------------------


The “**PMS URL**” will contain the direct link to the Tiger communication service. This will look similar to this “<http://IpAddressServer/GenericEXT/interfaceMessageIn.aspx>”.

PMS Key	<input type="text" value="c372cb90a0064daa80f0f957caa2095e"/>
----------------	---------------------------------------------------------------

The PMS Key will contain the security key to access the Hotel’s PMS if needed.

PMS Site	<input type="text" value="Please enter the PMS site ID"/>
-----------------	-----------------------------------------------------------

The PMS site item will contain the site name as configured in the Tiger interface.

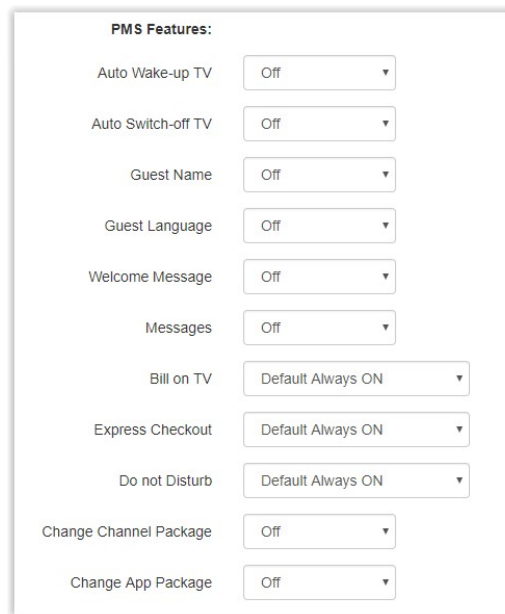
Currency preference	<input type="text" value="Currency symbol"/>	
Bill Currency	<input type="text" value="€ EUR - Euro Member Countries"/>	

In the next two items you will be able to configure the currencies as they will be displayed if the “Bill on TV” feature is turned on. The “**Currency Preference**” will show the currency either using the official “**Currency Symbol**” or using the official “**3 letter code**”

As for the “**Bill Currency**” here you can adapt the displayed currency. You can localize this based on the local currency or if you have a lot of international guests you can cater to them and change this to a big international currency.

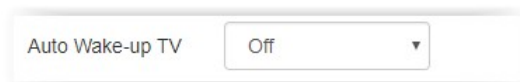
PMS Features

The next block of settings in the PMS tab will configure the features that will be available towards the guests.



A screenshot of the 'PMS Features' settings panel. It contains a list of settings, each with a label and a dropdown menu. The settings are: Auto Wake-up TV (Off), Auto Switch-off TV (Off), Guest Name (Off), Guest Language (Off), Welcome Message (Off), Messages (Off), Bill on TV (Default Always ON), Express Checkout (Default Always ON), Do not Disturb (Default Always ON), Change Channel Package (Off), and Change App Package (Off).

PMS Features:	
Auto Wake-up TV	Off
Auto Switch-off TV	Off
Guest Name	Off
Guest Language	Off
Welcome Message	Off
Messages	Off
Bill on TV	Default Always ON
Express Checkout	Default Always ON
Do not Disturb	Default Always ON
Change Channel Package	Off
Change App Package	Off



A close-up of the 'Auto Wake-up TV' setting. It shows the label 'Auto Wake-up TV' and a dropdown menu currently set to 'Off'.

Auto Wake-up TV	Off
-----------------	-----

When the “**Auto Wake-up TV**” setting is turned to “**On**” the TV will power on from standby when a new guest is checked in to the hotel. Depending on the startup feature of the TV this can be used to greet the guest on entering the room or displaying information onscreen about the hotel for instance.

When the “**Auto Switch-Off TV**” setting is turned “**On**” the TV will go to standby if a guest is checked out from a room. This can help you save energy if guests leave their TV on when checking out.

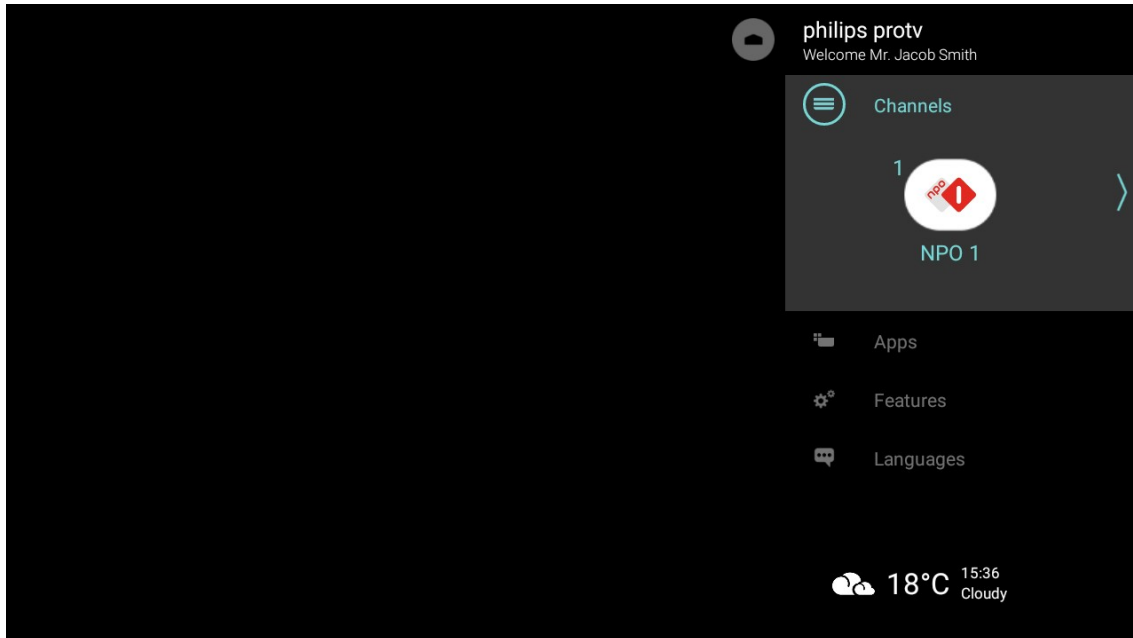


A close-up of the 'Auto Switch-off TV' setting. It shows the label 'Auto Switch-off TV' and a dropdown menu currently set to 'Off'.

Auto Switch-off TV	Off
--------------------	-----

Guest Name

When the “**Guest Name**” setting is turned to “**On**” then the TV’s dashboard will display the name of the guest currently checked in for that specific room.



Messages

When “**Messages**” is turned “**On**” the reception desk at the hotel will be able to send messages to the TV directly from their PMS system. Assuming that the hotel’s PMS system supports messaging.

The “**Bill on TV**” feature will allow the guest to request the bill directly from the Hotel’s PMS system. This will show the overview of all expenses billed to that specific room.

Bill on TV

There are several ways of setting up “**Bill on TV**”:

Off
Off
Follow PMS
Default Always ON
Default Always OFF
Demo

“**Off**” will disable the bill feature. “**Follow PMS**” will look at how the hotel’s PMS system is configured and will inherit that status.

“**Default Always ON**” will mean that the feature will always be available for the guest in the room. This implies also that if the hotel’s PMS system doesn’t

support or the bill feature is turned off the guest will see an empty field when requesting the bill.

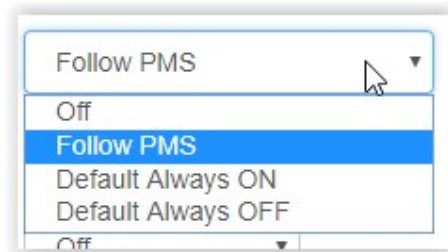
“Default Always OFF” will turn this feature off independent of how the hotel’s PMS is configured.

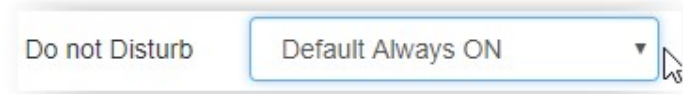
The last option is **“Demo”**, this setting will use a small internal database so as an installer you can demonstrate the feature when you haven’t set up the complete system or if you are on location to sell the CMND&Check-In feature.



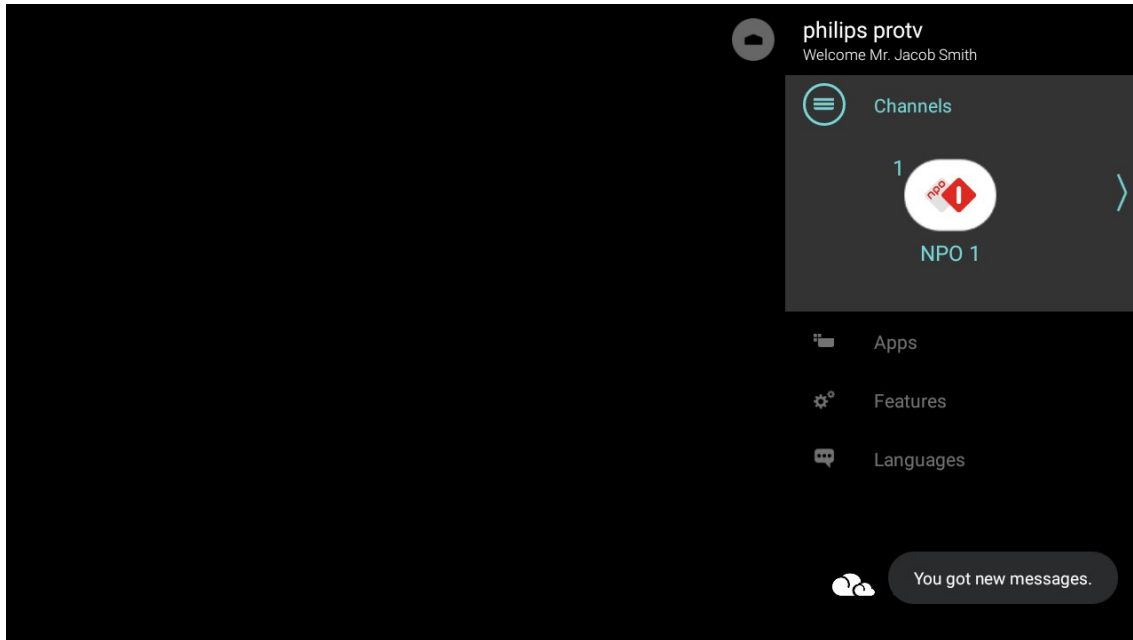
“Express checkout” when turned on will allow the guest to perform an express checkout from the room using the TV.

There are various ways in configuring the express checkout feature. As with **“Bill on TV”** this feature also can **“Follow PMS”**. **“Default Always ON”** will turn the feature on independent of the setting in the hotel’s PMS. And **“Default Always OFF”** will disable the feature entirely ignoring the state of the hotel’s PMS setting.





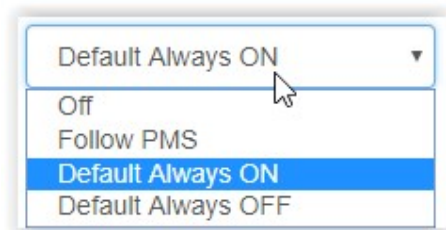
The “Do not Disturb” feature will allow the hotel to set a do not disturb on the TV. This will mean that behavior of the TV will slightly change. When a message comes in the TV won’t show it full screen but will just pop up a toast message stating that there is a new message.



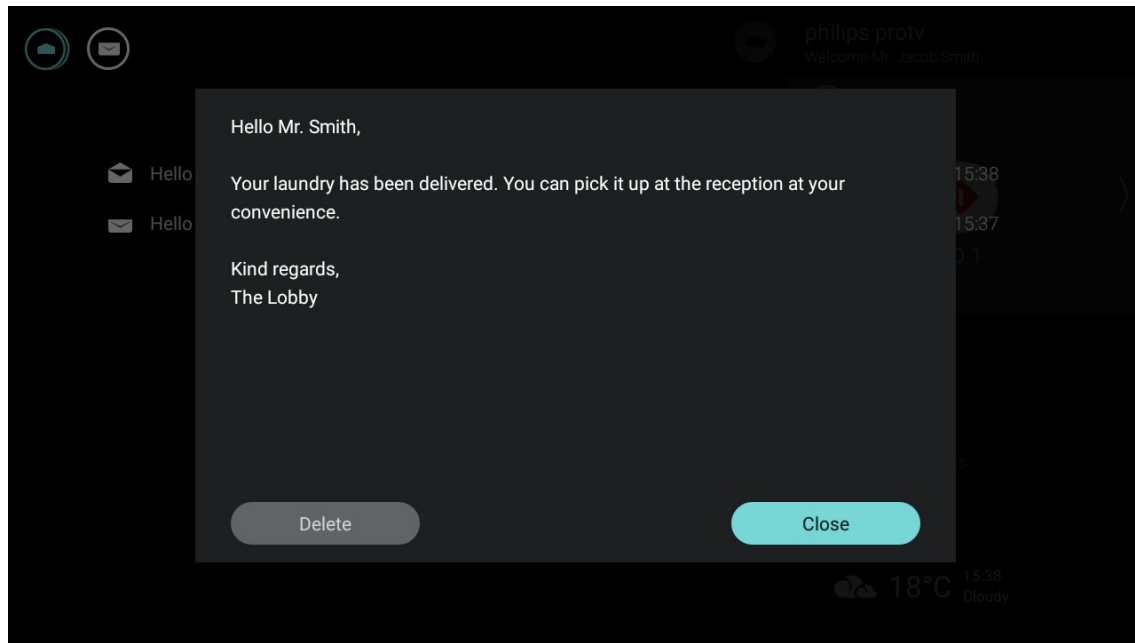
There is also a way to force this from Tv side. When changing setting

Professional settings -> Switch On Settings -> Personalise -> Message Display

Between “**Show Message**” and “**Notification Only**” you can toggle the full screen message or toast message. If there is a discrepancy between the TV setting and the CMND setting the TV will always use the most restrictive mode.



As with “**Bill on TV**” this feature also can “**Follow PMS**”. “**Default Always ON**” will turn the feature on independent of the setting in the hotel’s PMS. And “**Default Always OFF**” will disable the feature entirely ignoring the state of the hotel’s PMS setting.



CMND&Check-In in CMND

Roomid	Room	TV	Guest Name	Guest Language	Group	Reservation	Reservation...	Action
201			Mr. Giordan Watson	English	11644408		None	
201			Dna. Andreea Petrescu	English		12/03/2018 - 16/03/2018	18340166	
201			Di. Nicolae Molnar	English	11641491		None	
201			Di. Tudor Motoc	English			None	
202			Di. Florian Catana	English		13/03/2018 - 15/03/2018	18341267	
203			Di. Andrei Rogojinoiu	English		12/03/2018 - 14/03/2018	18340174	
204				None			None	
205				None			None	

When all is configured and communicating with each other you can end up with a result similar to the above. When moving to the PMS tab available in CMND so get a current overview of the information that was forwarded by the PMS system of the hotel towards CMND.

First column contains the all-important Room ID which is needed for the communication between PMS and TV's.



In the second column you can find the status of the room. By default these icons will be downlighted. When **checking in** the first icon will light up green.



The second icon indicates if the “**Do Not Disturb**” is toggled On or Off.

The third icon indicates whether viewing the “**Bill on TV**” is available for the guests in the room or not.

The fourth icon indicates whether “**Express Checkout**” is available for the guests.

If you move to the messages tab you can see all messages that have been sent from the PMS system towards the rooms. There is an indication of the recipients based on the Room ID's, the message that was sent and the time it was sent.

Recipients	Message	Time Send	Action
88888	hello, new message	29 Dec 2016 08:31	



To know if the guest actually read the message you find a status icon just before the message. A grey icon means that the message has been sent but the guest didn't get the chance to read it yet. The green envelope means the message has been read by the guest.

The orange one indicates that the message is still to be sent either using the scheduler or if the TV hasn't been online since typing the message.

The red icon will indicate that the guest has removed the message from the TV.

PHILIPS



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